FALTER

COMPLAINT / RETURN FORM

Please complete in block capitals or affix a company stamp.

NOTE: The complaint/return will not be processed without a completed form!

CUSTOMER DETAILS

Company name: .....

Contact person: .....

Address: .....

Tax ID (NIP): .....

Tel.: .....

E-mail: .....

PRODUCT DETAILS

Product code: .....

Product name: .....

Invoice/receipt no.: .....

Invoice/receipt date: .....

REASON FOR RETURN / COMPLAINT

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COMMENTS

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BANK DETAILS FOR OVERPAYMENT REFUND

Bank name: .....

Account number: .....

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Date and signature

Before sending the goods, please send the completed form by e-mail to: reklamacje@falter.eu

together with a copy of the proof of purchase.

In the event of an unjustified complaint, the customer will be charged transport costs: collection and return of the product.

CUSTOMER INFORMATION

1. Always inspect the parcel in the presence of the courier.

2. When receiving the parcel, the Buyer is obliged to check whether the shipment has any damage caused during transport. A condition for considering any complaint is to draw up a damage report in the presence of the courier.

You may submit and pursue claims with the courier company yourself or send the case by e-mail to: reklamacje@falter.eu or to your account manager.

Damage reports and courier company complaint forms:

DPD: https://protokol.dpd.com.pl/

DHL: https://dhl24.com.pl/DHL2/reklamacje/nowa.html

INPOST: https://inpost.pl/protokol

3. If the security tape has been tampered with, you may refuse to accept the parcel or accept it at your own risk.

4. Complete the complaint form in detail. Please note that without a completed form, the complaint/return request will not be processed until the documentation is completed.

5. Send the completed complaint/return form to reklamacje@falter.eu or send it with the product to Falter Sp. z o.o., 69 Poznańska St., 62-045 Pniewy.

6. Prepare the shipment and pack it properly. Make sure it is well protected during transport.

7. Within 14 days, you will receive a response from the Complaints Department regarding acceptance or rejection of the complaint.

8. Complaints Department contact: e-mail: reklamacje@falter.eu, telephone: 786-180-002.

9. The complaint/return form can be downloaded from: https://www.falter.eu/reklamacje-i-zwroty/.

We wish you as few damaged parcels as possible!

GDPR

1. The controller of the personal data provided by you in the form is Falter Sp. z o.o., 69 Poznańska St., 62-045 Pniewy, tel.: +48 61 29 38 3002. All correspondence regarding this matter may be sent in writing or by e-mail to: reklamacje@falter.eu

2. Providing your data is voluntary, but necessary to carry out the complaint process. Your data will be processed solely for the purpose and for the time necessary to consider it. If necessary, it may subsequently be processed for servicing or repair, of which you will be informed using the communication method specified in the complaint form.

3. Your data may also be processed for the purposes of the Controller's legitimate interests (for archival purposes until the limitation period for claims arising from the sale of goods expires).

4. The legal basis for processing the data is Article 6(1)(b) or (f) of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, repealing Directive 95/46/EC (General Data Protection Regulation).

5. Your data will not be processed by automated means, including profiling, and will not be transferred outside the EEA.

6. You have the right to access your data and to rectify, erase or restrict its processing, the right to data portability, and the right to object at any time.

7. If you believe that your rights have been infringed, you may lodge a complaint with the President of the Personal Data Protection Office.